

Follow-up Review of 2002 Performance Audit of Sheriff's Communications Center

King County Auditor's Office

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Highlights of Previous Work: 2002 Performance Audit

■ Purpose

- ☐ Determine reasons for declining performance, rising vacancy rate, and increasing overtime.
- ☐ Evaluate efficiency and effectiveness.

■ Conclusions

- ☐ Operations are appropriately designed.
- ☐ Effectiveness impacted by workload changes, insufficient staff to cover new responsibilities, and outdated staffing practices.

■ Recommendations

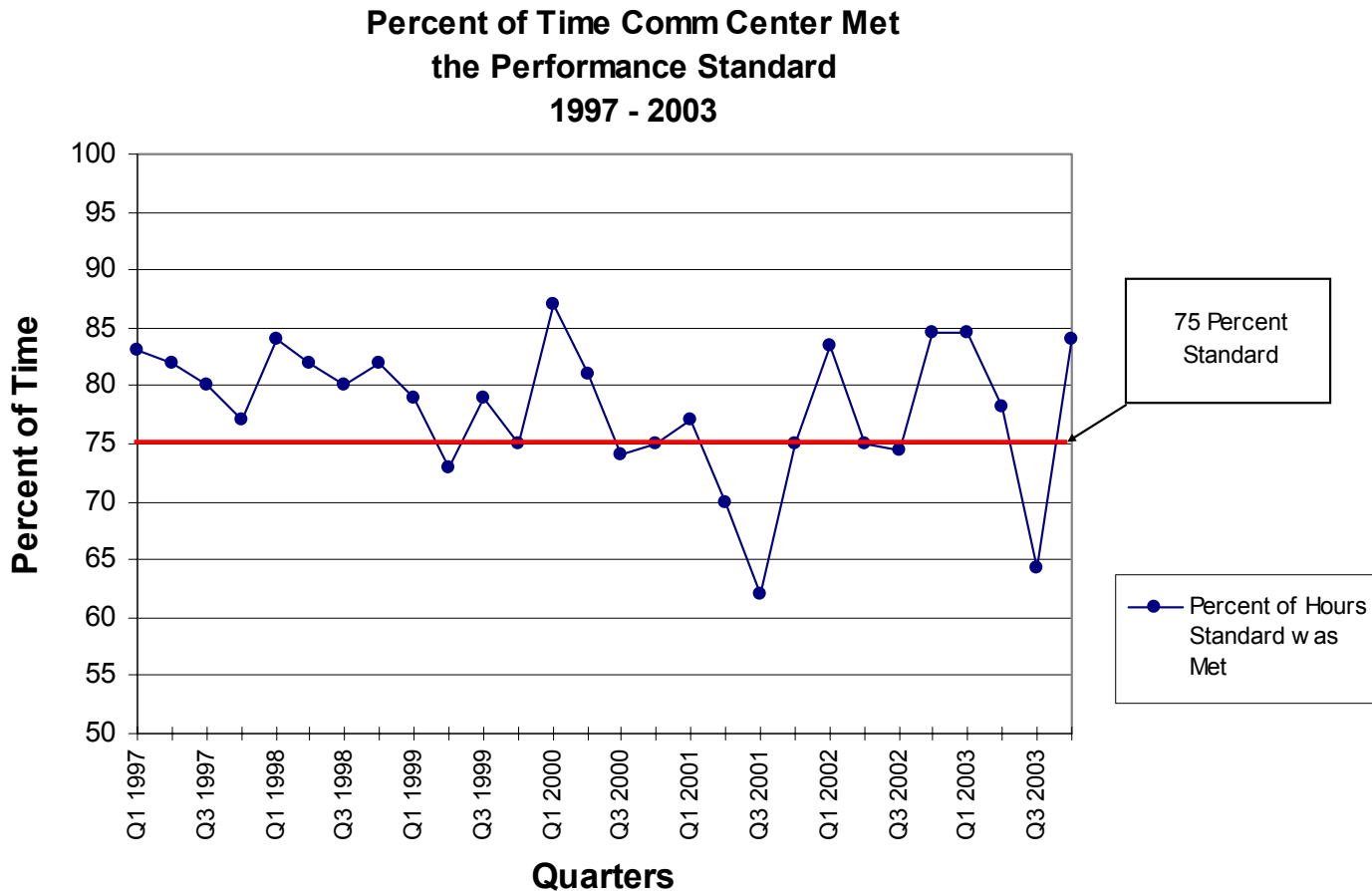
- ☐ Enhance workload monitoring, pursue options to relieve workload, and update and improve staffing methods.

Performance Update

- Most recommendations implemented:
 - More frequent hiring and training.
 - Received new revenue-backed staff to fully support contracted Metro Transit Police dispatch position.
- Results:
 - Improved call-answering performance.
 - Fewer vacancies and less staff turnover.
 - 40 percent reduction in overtime worked.
- Move to new Comm Center has also contributed to these results.
- In process of implementing remaining recommendations.

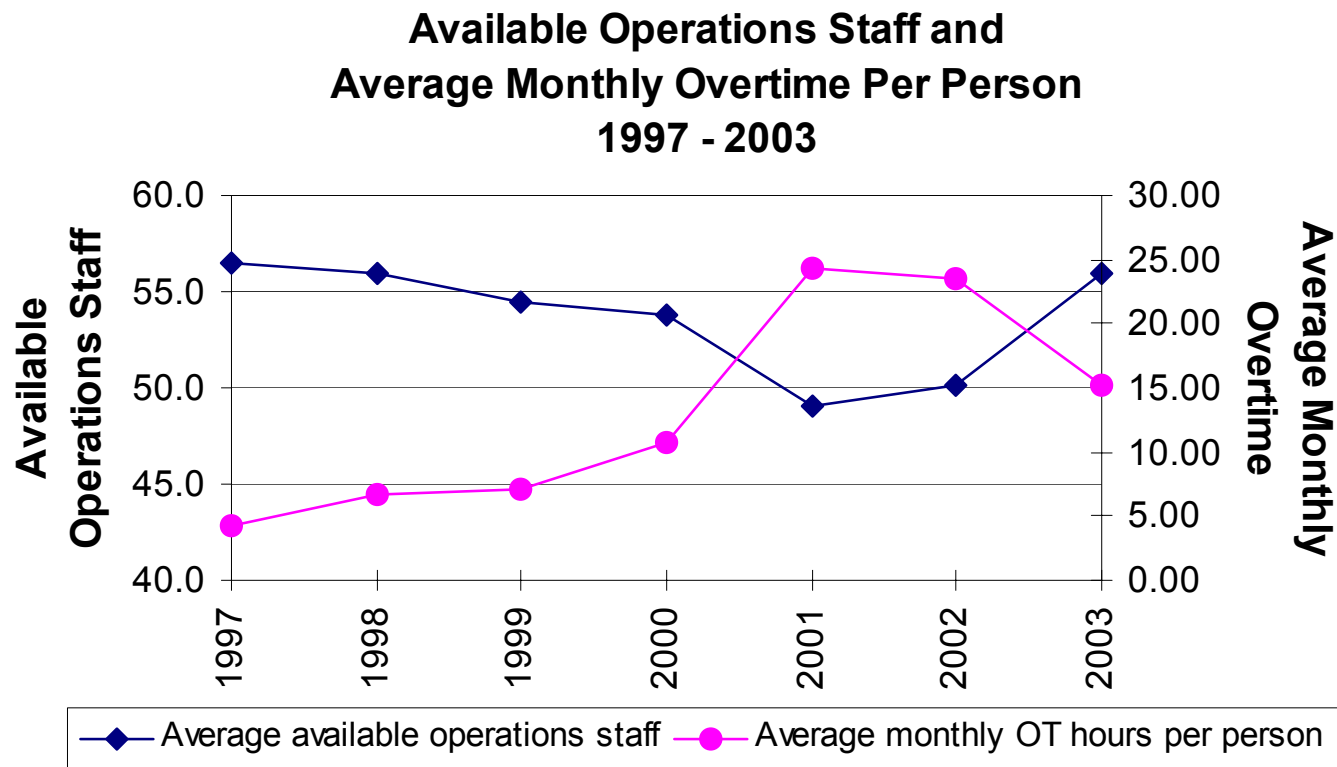
Recommendation Impacts

- Improved 911 call-answering performance.



Recommendation Impacts (cont.)

- More available staff and reduction in overtime.



Implementation Underway

- Primary causes of previous performance difficulties:
 - Limited workload monitoring and staffing analysis.
 - Staffing levels not aligned with phone call patterns.
- Recommendation: Develop monitoring practices and realign staffing levels.
- Implementation was delayed by move to new Comm Center, but now underway. Completion planned for mid-2004.



Follow-up Recommendations

The Comm Center should:

- Make the call-receiver realignment and workload monitoring projects a priority.
- Provide a progress report on implementing final recommendations to the Auditor's Office by August 1, 2004.